present in the GTE network[1] and the unlikely chance of introduction of enhanced services in the majority of GTE switches.

IN SUMMARY, reporting requirements are far more burdensome for GTE than for BOCs and would not provide information different from that already available to the Commission.

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[1] GTE, with 6,441, has far more switching entities than any LEC. Compare US West with 1,847; Bell South with 1,680; Ameritech with 1,438; Bell Atlantic with 1,414; Southwest with 1,380; NYNEX with 1,336; and Pacific with 862. Source: 1991 FCC ARMIS Report No. 43-07.

EXHIBIT I

AWAS

The Automated Work Administration System (AWAS) is a mechanized system used to administer and dispatch work to field employees.

This on-line system accumulates, prioritizes, assigns, routes, dispatches and records the work of field employees involved in customer service activities.

AWAS places a qualified employee on a job in the most efficient manner based upon the nature of the customer service requirements and employee availability.

Service order due dates are quoted based upon a number of parameters including customer wishes, current work load, and physical location of employees with the necessary skill sets. The system assigns standard intervals that recognize the type, quantity, and complexity of the requested service. Internal performance measurements are based upon a comparison of standard due date interval commitments and actual fulfillment of those commitments.

Repair due dates are quoted based upon the nature of trouble and type of underlying service. Maximum clearing times are dictated by customer needs and, in many instances, state PUC regulations. Internal performance measurements are based upon the shortest possible clearing times.

Customer identity is not a factor in any customer service activity.

Three volumes of support documentation are available upon request.

Dispatch Process

What is the AWAS dispatch process?

The dispatch process is an operation that computes work assignments based on job and employee information supplied by the AWAS data base. This process is comprised of a *start-up* phase, which is initialized at the beginning of the work day, and a *looping* phase, which occurs throughout the work day.

Within AWAS, the dispatch process is capable of performing several major functions. Among these are:

- Forecasting a workload for the present and next day
- Indicating which jobs may be deferred
- Assigning jobs to employees
- Preassigning the next day's first job
- Computing employee routes
- Minimizing driving times
- Setting alerts
- Clearing alerts
- Updating the dispatch plan
- Accumulating historical data and outputting it to a table

The DAC center administrator can turn the forecast function on and off. Personnel at the work center level can manipulate the employee-route function.

How does the dispatch process work?

The dispatch process is composed of two major phases. The start-up phase is the initial running of the dispatch process. It loads all the

data from previous activities and prepares the first Dispatch Plan for the day.

The loop phase continues the dispatch process throughout the day. This ensures the most recent data is used to calculate a Dispatch Plan. The DAC administrator can turn this function on or off allowing for manual or automated dispatch. The major functions of the dispatch start-up process are described below.

What are the major functions of the *start-up* phase?

Connection

The AWAS interprocess communications is done by the use of IBMAIX. The subscribing process must connect to the administrative communications manager. Failure to properly connect stops the dispatch process.

Data loading

Upon starting, certain files are read from the AWAS data base after which the data in those files is processed and stored in the dispatch internal data structures. These files may include the following:

Table	Purpose
AWASWCP	Set dispatch parameter for each work center
AWASDAT	Set dispatch parameter for each DAC
AWASICT	Set dispatch work and commitment time for each DAC
AWASPRI	Set priorities and priority adjustments
AWASICT	Internal Commitment Times, Standard Work
AWASSWT	Times
AWASSFT	Work forecasting input and output tables
AWASDFT	
AWASFWT	
AWASALR	Alert thresholds
AWASCOL	Central office location, fictitious CO indicator
AWASMPH	Drive time exception table
AWASEMP	Basic employee data
AWASDEP	Employee scheduled deployments
AWASWGT	AWAS work group table
	Job common data file(trouble, service, jobs)
	Job status file
AWASHEX	History file

The table data is loaded from the preceding files and the AWAS work group file.

Employee data

Basic employee data and employee deployment data files are read and processed to determine which employees are available for new work assignments. Other determinations are:

- Productive capability
- Available hours
- Shift start and end times
- Overtime shift and end times
- Exception time and type

The files used are:

- Skill exceptions
- Basic employee data
- Employee known buildings
- Employee deployments

The dispatch process also creates the applicable nonproductive jobs for each employee (start of day, end of day, etc.) for inclusion in their routes.

Patterning alert

Jobs with common traits are identified by a *pattern identification* routine. When two or more jobs are found which share a common pattern, they are *linked.*

Jobs may be linked, either manually through the population of the work-with fields, by an online user, by the TAS or SORCES interface from the passing of work-with remarks, or by the patterning routine in dispatch. Jobs which are linked require special processing by AWAS since all of the jobs in a linked list must be dispatched to a single employee. The dispatch process chooses one of the linked jobs as a master which it uses for dispatching and disregards the other linked jobs when making the algorithm's computations.

Linked jobs appear as a single job to the dispatch process. The master job possesses certain attributes from the other jobs in the list.

Types of pattern alerts

IFC pattern The interface creates this pattern when it finds a value in the WORK WITH (W/W) field.

MAN pattern A dispatcher or other employee creates this pattern by populating the W/W field.

NOTE: *The following pattern types are in the order of priority and are set by the dispatch process. AWAS does not include jobs with a CMP status.*

CCO (customer/company) patterning This pattern alert is for trouble reports only and exists if one of the following conditions is met:

- Different sources of the reports (customer/company)
- Same circuit IDs with the following additional conditions:
  - Telephone numbers - circuit ID is the NPA, NXX, suffix, and station.
  - Circuit numbers - circuit ID is CKT, SEG, and CKL.

CXR (carrier) patterning This pattern alert is for trouble reports only and exists if one of the following conditions is met:

- Same carrier types (i.e., 84A)
- Same carrier IDs (system number)

CKT (circuit) patterning This pattern alert is for all types of work and exists if one of the following conditions is met:

- "C"ircuit jobs
- Same circuit IDs. Circuit ID is CKT, SEG, and CKL.

STA (station) patterning This pattern alert is for all types of work and exists if one of the following conditions is met:

- "T"elephone number jobs
- Same NPA, NXX, and suffixes
- Equal sources (customer/company)

PTY (party line) patterning This pattern alert is for trouble reports only and exists if one of the following conditions is met:

- Both are party line jobs
- Same originating equipment

Cable patterning There are up to four different patterns for trouble reports only. The main distribution pattern is CAB; the additional cable feeds are identified as CA1 through CA3. Cable patterns exist if one of the following conditions is met:

- Same cable numbers
- Same 25-pair binder group for the pairs

Linked work and relative due dates

AWAS uses the *master* job in the link-set as the representative job for assigning the linked work as follows:

- Linked work with a CUR or ASG status has no *master* since AWAS has already assigned and downloaded the work.
- Linked work with a status of FUT/TOM/LAT is chosen according to the following hierarchy:
  - Service order with the earliest due date not yet missed or Trouble report with the earliest due date not yet missed (if no service orders)
    or
    Job report with the earliest due date not yet missed (if no service orders or trouble reports)
  - Service order, trouble report, or job report with the greater skill requirement
  - Service order, trouble report, or job report with the known building requirement
  - Service order, trouble report, or job report with the higher priority

NOTE: ***These rules are followed in order. AWAS moves to the next rule only if there is a tie at the previous rule.***

Load history data and future

Dispatch initializes internal counters to track jobs that come into AWAS, are completed in AWAS, and leave AWAS. To do this, AWAS reads the history file.

Dispatch checks the existence of records to be worked by each work center for each of the next 30 days and creates a record if no record exists. This occurs when a work center is added to the system. This ensures that the history update routine updates only existing records.

Create forecasted jobs (assignment via network-flow linear programming algorithm)

When forecasting is turned on (at the discretion of the DAC), dispatch uses the forecasting data specified in the forecasting data tables to create forecasted jobs used in the first linear program, LP-1. The LP-1 is first used with all actual and forecasted jobs being considered for assignment. The goal of this computation is to maximize the total number of work hours performed using the available workforce. The output is an intermediate solution indicating which jobs are forecast as *not to be worked*. These jobs are marked as *DF – forecast deferred* alerts.

Assignment of jobs

The LP is called a second time, LP-2, to consider *only* actual jobs. The forecasted jobs are *not* considered in this calculation. The goal is to maximize the total number of work hours performed utilizing the available workforce. The output is an intermediate solution which indicates the jobs that will *not* be worked given the current status of available employees. These jobs are marked with a *DW – deferred work* alert.

The LP is called for a third time, LP-3, to consider all actual jobs which were not deferred by LP-2. The goal here is to minimize driving time over all routes. The output is a partitioning of the jobs over the set of employees. Each employee is assigned a collection of jobs but not in any particular order.

The LP-1, LP-2, LP-3 processes consider work only for today and tomorrow.

Constructing optimal routes

Each employee's route for the day (today and tomorrow) is constructed by taking the collection of jobs assigned to the employee by LP process and applying a modified two-optimal algorithm. This algorithm chooses the optimal ordering from a set of orderings by minimizing a route penalty composed of:

- Actual driving time
- Total minutes by which jobs miss the dispatch window multiplied by the "importance" of the current dispatch window. Importance is defined as follows:

Window-type	Importance
I,R	2.0
U	1.5
r	1.0
i	0.5

When a job misses the dispatch window, an inter-route swapping algorithm is applied. The goal is to find another employee who can decrease the overall penalty for both routes. One and two-way job swapping may occur, and limits are set on the number of employees who may receive the swaps.

Finally each route is examined for length. Routes that are too long are truncated from the last job backwards until the last job assigned has a projected completion time near the end of the employee's shift. If it not possible to truncate a route, the last job in the route is marked with an *EI – expected incomplete* alert.

Initial travel time assumptions made in LP can assign too few or too many jobs to one employee. During the postprocessing stage, the routes are fine-tuned and constructed to maximize the route assignment using actual driving times derived from the Driving Time tables.

Creating alerts

After the routes are calculated, each job is examined for violations of DAC/Work Center dispatch policies. AWAS checks for too little or too much work per employee, driving time jeopardy, and overrides. It also checks for and sets window alerts.

Updating the dispatch plan

The result of the preceding actions is the formulation of the dispatch plan. The plan is the method by which the AWAS dispatch process accomplishes its tasks in the most efficient manner.

New information is constantly being received by the dispatch process from field personnel (HHTs), online users, and other AWAS interface systems. The plan file must be continually updated as new jobs are added, changed, edited, dispatched, overridden, completed, etc. The plan file must also be kept current as employees and shift changes are added, changed, deleted, and so on. To ensure that no information is lost and that continuity is maintained, the dispatch must share the plan file with all AWAS users and processes.

The constant input of information to the dispatch process coupled with the need for a coordinated sharing of the plan-file requires dispatch to update the routes as part of the reassignment process. As routes are updated, a *lock* is placed on some of the work within that route. As one route is being updated, it may be necessary to to lock other employee routes. This occurs when the dispatch algorithms reassign jobs from one employee to another during the computation cycle or if a job is manually assigned from one employee to another.

In order for the algorithm to determine which input mail is most current and should be used for the update, all input is date and time stamped. Dispatch then performs a comparative check and utilizes the new record to update the data base. Batch employee assignment records with a status of CUR or ASG are not changed during the data base update (except for their alerts which change as needed).

Tables used by the dispatch process

The following list indicates tables and the fields within the tables used by the dispatch process. Those tables with a *Y* cause the dispatch process to restart if you change them.

Y=Restart	Literal name	Field name
AWRKGRP-AWAS-WORK-GROUP-TABLE (restart on new record)		
Y	COMPYCDE	COMPANY-GROUP-CODE
Y	DAC	DAC-CENTER
Y	WORKGRP	WORK-GROUP
N	WRKGRPDS	WORK-GROUP-DESCRIPTION
Y	PRUNINDR	PRODUCTIVE-UNPRODUCTIVE-INDICATOR
Y	WKEXCIND	WORK-GROUP-EXCEPTION-INDICATOR
DISPATCH-DISPATCH-POLICY-PRMTR (restart on any change)		
Y	COMPYCDE	COMPANY-GROUP-CODE
Y	DAC	DAC-CENTER
Y	WORKCNTR	WORK-CENTER
Y	WORKTYPE	WORK-TYPE
Y	DPCHWKDY	DISPATCH-WEEK-DAY
Y	DPCHWKEV	DISPATCH-WEEK-DAY-EVENING
Y	DPCHSTDY	DISPATCH-SATURDAY
Y	DPCHSTEV	DISPATCH-SATURDAY-EVENING
Y	DPCHSNDY	DISPATCH-SUNDAY
Y	DPCHSNEV	DISPATCH-SUNDAY-EVENING
Y	DPCHHLDY	DISPATCH-HOLIDAY
Y	DPCHHLEV	DISPATCH-HOLIDAY-EVENING
Y	WKHRSTRT	WORK-HOURS-START
Y	WKHRSMID	WORK-HOURS-MIDDAY
Y	WKHRDYED	WORK-HOURS-DAY-END
Y	WKHREVED	WORK-HOURS-EVENING-END
Y	ULTCMSAT	ULTIMATE-COMM-SATURDAY
Y	ULTCMSUN	ULTIMATE-COMM-SUNDAY
Y	ULTCMHOL	ULTIMATE-COMM-HOLIDAY
Y	INTCMSAT	INTERNAL-COMMITMENT-SATURDAY
Y	INTCMSUN	INTERNAL-COMMITMENT-SUNDAY
Y	INTCMHDY	INTERNAL-COMMITMENT-HOLIDAY

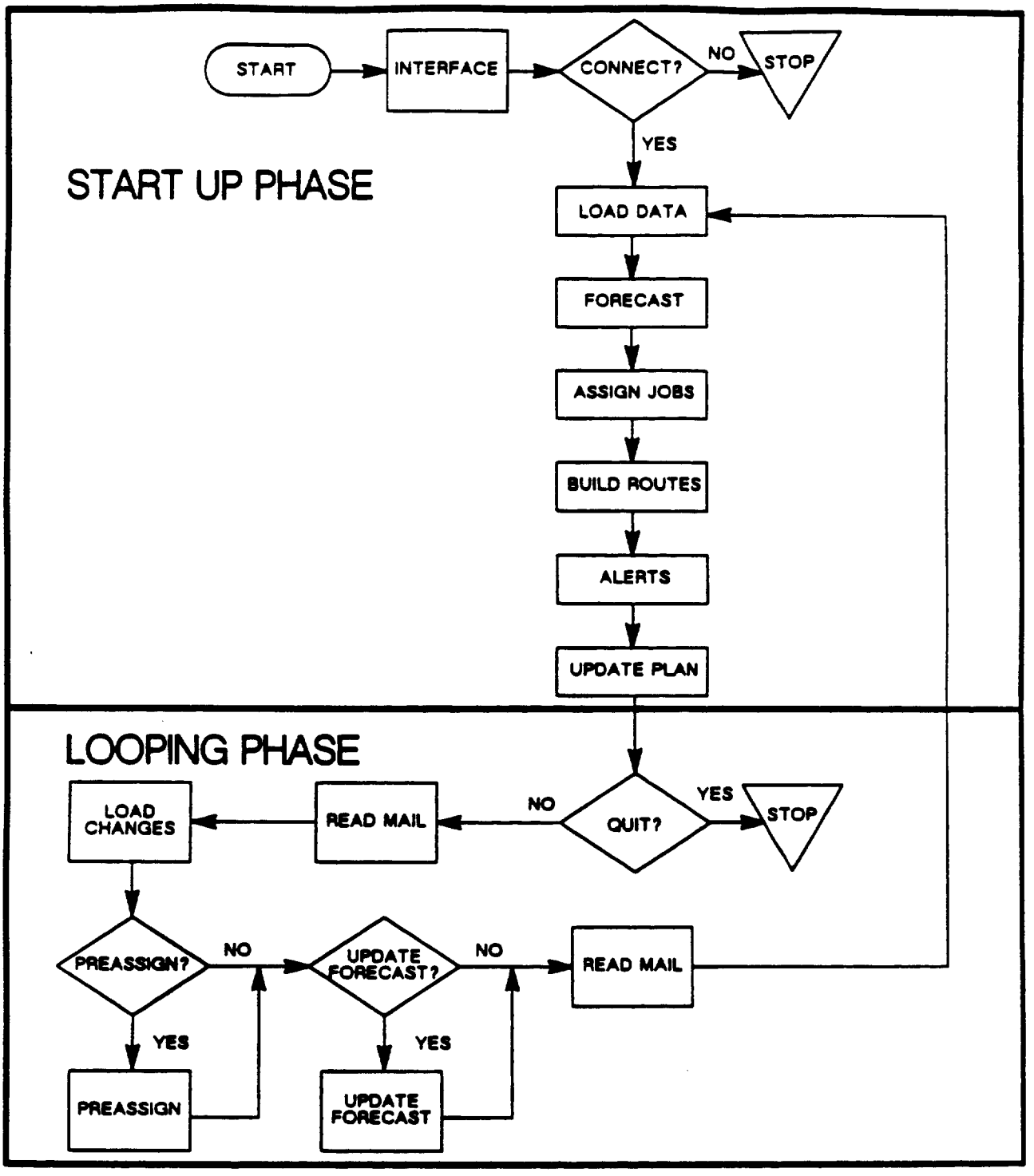
Y=Restart	Literal name	Field name
COLOC-CENTRAL-OFFICE-LOCATION		
Y	COMPYCDE	COMPANY-GROUP-CODE
Y	CNTLOFNO	CENTRAL-OFFICE-NUMBER
Y	DAC	DAC-CENTER
Y	STATE	STATE-CODE
Y	WORKGRPS	WORK-GROUPS
Y	WRKCNTRS	WORK-CENTERS
Y	FTRPLTCD	FTR-PLANT-CODE
Y	FICOINDR	FICTITIOUS-CO-INDR
Y	GRWICNTR	GRAPHICS-WIRE-CENTER
Y	GRWOCNTR	GRAPHICS-WORK-CENTER
Y	LLRDIAGX	LOWER-LEFT-RANGE-DIAGONAL
Y	LLRDIAGY	LOWER-LEFT-RANGE-DIAGONAL
Y	URRDIAGX	UPPER-RIGHT-RANGE-DIAGONAL
Y	URRDIAGY	UPPER-RIGHT-RANGE-DIAGONAL
DAT-DAC-ADMINISTRATION-TABLE		
Y	COMPYCDE	COMPANY-GROUP-CODE
Y	DAC	DAC-CENTER
N	DACNAME	DAC-NAME
N	SOPRFIDR	SORCES-PROOFING-INDR
Y	ULTCMTBL	ULTIMATE-COMMIT-TRBL
Y	ULTCMTIT	ULTIMATE-COMMIT-IT
Y	ULTCMTOT	ULTIMATE-COMMIT-OTHER
Y	APPTTYPT	APPOINTMENT-WINDOW-TYPE
Y	APPTTYPO	APPOINTMENT-WINDOW-TYPE
Y	APPTTYPJ	APPOINTMENT-WINDOW-TYPE
N	OPTCURRT	OPTMIZE-CURRENT-ROUTES
Y	DACSRTTM	DAC-START-TIME
Y	DACENDTM	DAC-END-TIME
Y	TMZONEID	TIME-ZONE-INDR
Y	DAYLGTID	DAYLIGHT-SAVING-TIME-INDICATOR
Y	PTINDCKT	PATTERN-CKT
Y	PTINDCXR	PATTERN-CXR
Y	PTINDSTA	PATTERN-STA
Y	PTINDCAB	PATTERN-CAB
Y	PTINDCA1	PATTERN-CA1
Y	PTINDCA2	PATTERN-CA2
Y	PTINDCA3	PATTERN-CA3
Y	PTINDPTY	PATTERN-PTY
Y	PTINIDCCO	PATTERN-CCO
Y	PRODCAB	PRODUCTION-CAPABILITY

Y=Restart	Literal name	Field name
WORKCNTR-WORK-CENTER-TABLE (restart on new record)		
Y	COMPYCDE	COMPANY-GROUP-CODE
Y	DAC	DAC-CENTER
Y	WORKCNTR	WORK-CENTER
N	WRKCTRNM	WORK-CENTER-NAME
N	XLOCATN	X-LOCATION
N	YLOCATN	Y-LOCATION
N	SPEED	SPEED
N	AUTODISP	AUTO-DISPATCH
N	HHTRVIEW	HANDHELD-REVIEW-INDR
N	CPYDEPLY	COPY-DEPLOYMENT
N	LHWNLGTH	LUNCH-WINDOW-LENGTH
N	LHBKLGTH	LUNCH-BREAK-LENGTH
N	LYSHLGTH	LUNCH-SHIFT-LENGTH
N	ORDUDTID	ORDER-DUE-DATE-INDR
N	CXWKCTRB	CROSS-WORK-CENTER-BOUND
N	CXWKCTR1	CROSS-WORK-CENTER-1
N	CXWKCTR2	CROSS-WORK-CENTER-2
N	CXWKCTR3	CROSS-WORK-CENTER-3
Y	INTCMST	INTERNAL-COMMITMENT-START
Y	INTCMEND	INTERNAL-COMMITMENT-STOP
Y	RGTOURLN	REGULAR-TOUR-LENGTH
Y	HLDDAT01	HOLIDAY-01
Y	HLDDAT02	HOLIDAY-02
Y	HLDDAT03	HOLIDAY-03
Y	HLDDAT04	HOLIDAY-04
Y	HLDDAT05	HOLIDAY-05
Y	HLDDAT06	HOLIDAY-06
Y	HLDDAT07	HOLIDAY-07
Y	HLDDAT08	HOLIDAY-08
Y	HLDDAT09	HOLIDAY-09
Y	HLDDAT10	HOLIDAY-10
Y	HLDDAT11	HOLIDAY-11
Y	HLDDAT12	HOLIDAY-12
Y	HLDDAT13	HOLIDAY-13
N	TRSRTTM1	TOUR1-START-TIME
N	TRSTPTM1	TOUR1-STOP-TIME
N	TRLCKMN1	TOUR1-LOCK-MINUTES
N	TRSRTTM2	TOUR2-START-TIME
N	TRSTPTM2	TOUR2-STOP-TIME
N	TRLCKMN2	TOUR2-LOCK-MINUTES

Y=Restart	Literal name	Field name
WORKCNTR-WORK-CENTER-TABLE (restart on new record) continued		
N	TRSRTTM3	TOUR3-START-TIME
N	TRSTPTM3	TOUR3-STOP-TIME
N	TRLCKMN3	TOUR3-LOCK-MINUTES
N	TRSRTTM4	TOUR4-START-TIME
N	TRSTPTM4	TOUR4-STOP-TIME
N	TRLCKMN4	TOUR4-LOCK-MINUTES
N	TRSRTTM5	TOUR5-START-TIME
N	TRSTPTM5	TOUR5-STOP-TIME
N	TRLCKMN5	TOUR5-LOCK-MINUTES
N	TRSRTTM6	TOUR6-START-TIME
N	TRSTPTM6	TOUR6-STOP-TIME
N	TRLCKMN6	TOUR6-LOCK-MINUTES
N	FCSTINDR	FORECAST-INDR
N	FCSTUPDT	FORECAST-UPDATE
N	FJOBLOCK	FIRSTJOB-LOCK-INDR
N	PREFSTJB	PREASSGN-FIRST-JOB
N	WORKGRPS	WORK-GROUPS
N	WORKTYPS	WORK-TYPES
N	FSTJBSWT	FIRST-JOB-STANDARD-WORK
N	DRVEXCPT	DRIVING-EXCEPTION
Y	TMZONEID	TIME-ZONE-INDR
Y	DAYLGTID	DAYLIGHT-SAVING-TIME-INDICATOR
N	GRIDFLLX	GRID-LOWER-LEFT-X-COORD
N	GRIDFLLY	GRID-LOWER-LEFT-Y-COORD
N	GRIDXSIZ	GRID-X-DISTANCE-SIZE
N	GRIDYSIZ	GRID-Y-DISTANCE-SIZE
N	LLRDIAGX	LOWER-LEFT-RANGE-DIAGONAL
N	LLRDIAGY	LOWER-LEFT-RANGE-DIAGONAL
N	URRDIAGX	UPPER-RIGHT-RANGE-DIAGONAL
N	URRDIAGY	UPPER-RIGHT-RANGE-DIAGONAL
N	RANKTERM	RANK-TERMINAL
N	ACCRTERM	ACCURACY-TERMINAL
N	TOLRTERM	TOLERANCE-TERMINAL
N	RANKADDR	RANK-ADDRESS
N	ACCRADDR	ACCURACY-ADDRESS
N	TOLRADDR	TOLERANCE-ADDRESS
N	RANKXBOX	RANK-XBOX
N	ACCRXBOX	ACCURACY-XBOX
N	TOLRXBOX	TOLERANCE-XBOX

Y=Restart	Literal name	Field name
WORKCNTR-WORK-CENTER-TABLE (restart on new record) continued		
N	RANKGRID	RANK-GRID
N	ACCRGRID	ACCURACY-GRID
N	TOLRGRID	TOLERANCE-GRID
N	RANKSALC	RANK-SALCODE
N	ACCRSALC	ACCURACY-SALCODE
N	TOLRSALC	TOLERANCE-SALCODE
N	RANKCOBD	RANK-CO-BOUNDARY
N	ACCRCOBD	ACCURACY-CO-BOUNDARY
Y	TBLINCID	TRAVEL-TIME-INDR
N	THRSHOLD	THRESHOLD
N	FTRPRTID	FTR-PRINT-INDR

Flowcharts



Dispatch Flowchart

What are the major functions of the "looping" phase?

Read mail from other AWAS processes

The AWAS processes, including the online and hand-held interfaces, send data to the dispatch process whenever data is added, changed, or deleted in the AWAS data base. Upon receipt of this data, dispatch must add, change, or delete its internal copy to reflect the incoming mail.

Load changes from AWAS data base

After receiving mail, the system generates a list of data element keys that identify changed data base records. For some mail, dispatch needs to retrieve the changed record from the data base. For other mail, such as a *job complete* notification, AWAS modifies its internal job, employee, history, or dispatch policy date.

Some changes, however, are so extreme that they force a restart in order to process the change. An example of this would be a change to the DAC operating hours for dispatching trouble reports. This would not only cause dispatch to read the entire table containing the changed fields, but also to read all the trouble reports in the job common and job status files and to recompute the dispatch windows.

The preceding tasks are similar to the *startup* tasks except these tasks are executed on single records as opposed to entire files The routines are summarized as follows:

- Load table changes
- Load employee changes
- Load job changes
- Patterning
- Linked work changes
- History changes
- Status changes
- Forecast changes
- Forecast

Preassign jobs for tomorrow's routes

If the *preassign first job* indicator is set to *Y* on the Work Center Policy table, a special preassignment algorithm assigns the first job of the day. After a group of employees has their first jobs preassigned, a printout of these jobs is produced to the work center.

There are six tour-range windows that determine the execution of the algorithm. Dispatch runs the preassignment algorithm at a time equal to beginning of the window less the tour lock minutes. For those employees with shift start times in the first window, the tour lock minutes is the amount of time prior to the beginning of the tour that is desired to lock for the first job. If the time specified falls into the period when AWAS is offline (during the night process, 2400 - 0400) dispatch locks the job after AWAS comes back on in the morning.

The work groups (IR, CA, etc.) and the work types (TBL, SO, etc.) to be preassigned may also be specified. The standard work time (SWT) can likewise be controlled via the AWASWC2 table. The capability exists to dictate what type of work is to be dispatched to certain work groups and setting the maximum SWT value for the first job. Additional information on setting work center policy values is in AWASWC2 documentation.

The preassignment process consists of the following steps:

- Screen out jobs if they are physically too close. This screening prevents two employees from being assigned first jobs in the same building.
- Execute the preassignment algorithm. The algorithm uses the travel times between closest candidate jobs (regret) to establish the most efficient assignments.
- If the *first job lock* is set to *Y* in the Work Center Policy table, this routine locks in the first job for all employees who did not get a job locked in by the preassignment routine. This occurs when an employee's duty as specified in their deployment is not one of the work groups specified as being preassignable in the work center policy table. In such cases, AWAS assigns the employee work as part of the regular dispatch process. This step locks in the assigned first job.
- Print all preassigned jobs on the work center printers.

April 15, 1991

TO: Roger Gallenstein - F01H23

Subject: CSOC Service Order Flow

Roger,

Attached is the information on service order flow from some of the areas. There is not a standard document.

If you have any questions, please feel free to call me at 214/718-1995.

Thanks,

Kim

GENERIC SERVICE ORDER FLOW. RECEIVED FROM K. ALTMANS

SERVICE ORDER FLOW - CSOC R1/B1 customers

Ms./Mr. Customer calls

Requests for new/change service

Fact finding/ telephone number, name

Sell Products and Services

Quote price and due date *

Enter data in SORCES

Check credit

Summarize order for the customer

* The due dates for the customer are governed by the DAC/FAC procedures. That is, depending on the customer request, location, facilities available the sales rep has to follow the process set by the FAC/DAC to work the orders.

Currently, some of the area's are implementing "Customer Sensative Due Date".

Other area's use same/day next day service depending on the time of the customers call.

Attached are the Customer Sensitive Due Date procedures used in the Florida company.

Attached are the Personal Secretary Procedures for due dates.

Attached are also the Service order flow guidelines used in California.

CUSTOMER SENSITIVE DUE DATE
GTE FLORIDA
PHASE I

On R1 and B1 offer:

Central Office Connection

- Quote Next Day
- Before 2 p.m. ask the customer: "Is that satisfactory?"

  If the customer is not satisfied, offer same day.
- After 2 p.m. do not ask if customer is satisfied. Should customer request same day, refer to supervisor for special handling.

Field Connection

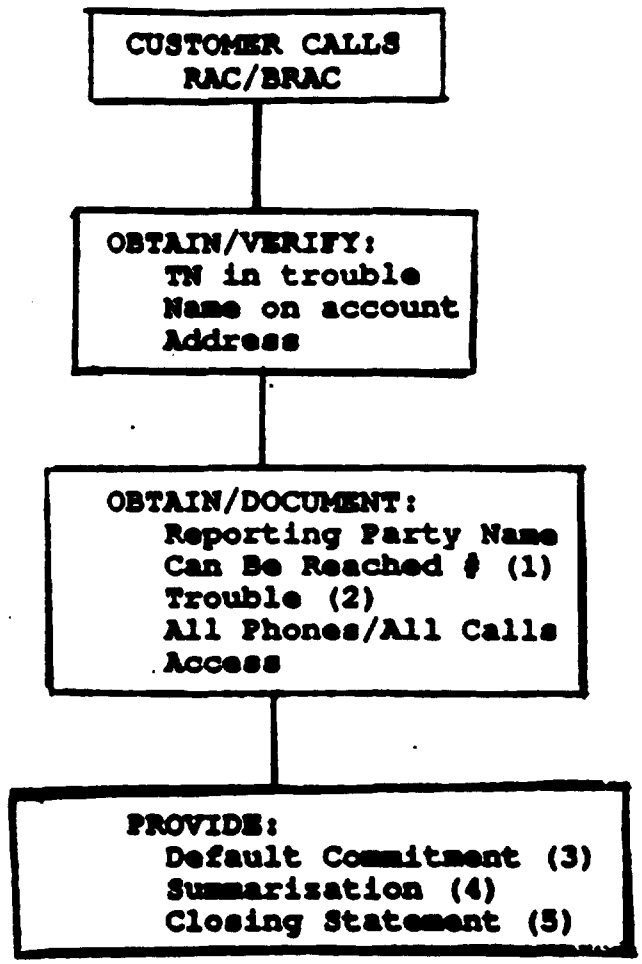
- Quote 2 days
- Ask customer: "Is that satisfactory?"

  If the customer is not satisfied, offer next day.

On all orders with a CSDD for same day a remark should be entered in the remarks category.

+RMK= CUST REQ CSDD;

REPAIR CALL FLOW



Notes:
(1) If reporting party is vendor obtain name of person to contact at business location and their CBR #.
(2) Ask fact finding questions.
(3) Offer default commitment that is pre-established by the DAC.
(4) Summarize main four points of contact (CBR, trouble, access, commitment).
(5) Ask for customer acceptance/satisfaction. Be prepared to negotiate commitment if not acceptable. Use the word "committed" or "commitment" in the closing statement.

GENERAL

A commitment will be given to all customers when a trouble report is generated in TAS.

This commitment is the time GTE promises the the customer to correct the problem.

DEFAULT COMMITMENT

The default commitment will be offered first to all customers regardless of service type.

The default commitment given is controlled by the Dispatch Administration Center (DAC) based on report volumes, weather conditions, etc.

CONTACT HANDLING

The commitment given to the reporting party will be summarized at the end of the customer contact. Summarization includes the four main points of the contact as follows:

1) Can be reached number
2) Trouble reported
3) Access availability
4) Commitment time

Upon summarization the Repair Answer employee will gain customer acceptance. This will ensure that all customers are satisfied with the information obtained and received from Repair Answer.

If the customer is not satisfied with the default commitment, negotiate with the customer a satisfactory commitment by offering an improved commitment interval dependent upon the customer's needs and situation.

SHORT COMMITMENTS

The shortest commitment time that should be normally offered is 4 hours from the time the customer calls the RAC/BRAC. The RAC/BRAC employee should never automatically offer the 4 hour commitment. If the customer is not satisfied with the default commitment, first try an improved commitment, then only go to a 4 hour commitment as a final alternative.

Note: Some areas may allow a 2 hour commitment. Check with local management.

Any time a 4 hour or less commitment time is given to a customer RAC/BRAC management should be notified for proper DAC/TEST notification.

PHRASEOLOGY

The Repair Answer employee will use the word "committed" or "commitment" in the commitment phrase.

Suggested phrases are:

"We are committed to have your trouble corrected by 9 pm today. Is that acceptable (satisfactory, all right, etc.)?"

"Our commitment is to have your trouble corrected by 9 pm today, if that's acceptable (satisfactory, all right, etc.)."

Note: The word corrected should also be used in the commitment statement to match TELCEL.

The RAC/BRAC employee will be empowered to use good judgment when giving customer repair commitments.